



December 21, 2002

**Via E-mail Only**

Indiana Utility Regulatory Commission  
Electric Division, Attn: Laura Cvengros  
302 West Washington Street, Suite E306  
Indianapolis IN 46204

The Indiana Municipal Power Agency is responding to the Commission's November 6, 2002, letter requesting inputs on the current state of electric service quality. The attachment to your letter contains a number of questions and requested responses relating to reliability, power quality, safety, and customer service. The thrust of your questions is aimed at retail electric service.

As you know, IMPA provides wholesale service to our 40 members, which then serve their customers' retail electric requirements. Thus, IMPA is not in a position to respond to your questions.

However, be assured that IMPA is vitally interested in maintaining and improving its record for reliable wholesale service. We work with the various operators of our power plants and other suppliers of contract power to ensure a continuation of the high reliability of wholesale service to our members. As a joint owner of high-voltage transmission facilities, we also monitor the planning and operation of those facilities to ensure continued high reliability.

We support your initiative to assess these issues. If we can aid you in any way at the wholesale level, we would be most happy to do so.

Sincerely,  
INDIANA MUNICIPAL POWER AGENCY

Raj G. Rao  
President